

Matters arising from 10 July 2018

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Agenda item 3

Date: 6 November 2018

Minute no.	Action	Who	Progress
5	Impact of the Rail Ombudsman Scheme to be monitored in risk register and as part of annual review of risk. Board to review at Policy Committee in quarter 4 or quarter 1.	JC	On agenda
6	Finance report Q1 to be circulated to members.	JC	Completed
7	RD and Operations & Communications Manager to discuss the downward trend in the figures for website visitor numbers and ways to highlight our successes.	RD	Completed
7	Benchmark of targets to be included as part of a comprehensive review of casework early next year.	JC	In hand
7	Chair to send note to Safety Adviser to thank him for his work.	AL	Completed
8	An update of the draft 2019/20 Business plan/budget bid to be discussed at the next Chairs' Group.	JC	Completed
11	Meetings of the Chairs' Group to be re-scheduled. An updated meetings calendar to be sent to the next meeting of the Board in July.	GC	Completed